

Date Mailed March 20, 1998

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation to Determine Industry-Wide Service Quality
Benchmarks for Price Regulated Telecommunications
Utilities for 1998 Price Regulation Filings

05-TI-157

**SUPPLEMENTAL NOTICE OF INVESTIGATION
AND REQUEST FOR COMMENTS**

Comments Due: April 2, 1998 – Noon	Address Comments To: Lynda L. Dorr , Secretary to the Commission Public Service Commission P.O. Box 7854 Madison, WI 53707-7854 Fax No. (608) 266-3957
FAX Due Date: April 1, 1998 – Noon	

On August 19, 1997, the Public Service Commission (PSC or Commission) opened this docket to establish industry-wide service quality standards for 1998 anniversary dates of each price-regulated telecommunications utility. A draft order was circulated to parties on February 13, 1998.

Because of the passage of time in the processing of this case, the draft order also established 1999 industry-wide service quality standards in addition to the standards established for 1998 anniversary dates. The draft order states the following:

Due to the increased importance of industry-wide service quality standards in the price regulation mechanism and since industry-wide standards applicable to 1999 anniversary dates will be compared to actual 1998 results, the Commission finds that it is reasonable to establish the basis for the 1999 industry-wide standards in this order. This will provide price-regulated companies with advance notice of the service quality components which will be used on 1999 anniversary dates.

In comments regarding the draft order, Ameritech maintained that any effort to develop standards for 1999 is beyond the scope of this docket as noticed.

In addition to the scope of the notice problem, the Wisconsin State Telecommunications Association (WSTA) objected to the use of a state survey of service quality of local exchange companies in developing the 1999 standard for trouble reports per 100 access lines. The WSTA maintains that the results of the survey have not been provided to companies and that the WSTA has asked for such information from the Commission. The WSTA argues that it needs to evaluate the survey information used by the Commission to determine whether the standard developed using the survey is appropriate.

At its open meeting on March 12, 1998, the Commission determined that a supplemental notice should be issued in this docket expanding the scope to establish the basis for 1999 industry-wide service quality standards. Parties will have two weeks to file comments regarding the appropriateness of the expanded scope. In addition, the Commission determined that the results of the state-wide service quality survey (copy enclosed) should be provided to the parties in this docket.

This is a Type III action under s. PSC 4.10(3), Wis. Adm. Code. No unusual circumstances suggesting the likelihood of significant environmental consequences have come to the Commission's attention. Neither an environmental impact statement under § 1.11, Stats., nor an environmental assessment is required.

NOTICE IS HEREBY GIVEN that the Commission is expanding the scope of its investigation of industry-wide quality of service standards for price regulated telecommunications utilities to include standards for 1999 anniversary dates. The Commission does not intend to hold a public hearing, unless one is requested. The Commission plans to circulate a revised draft order for comment. After an opportunity for hearing, the Commission intends to issue an order which establishes industry-wide quality of service standards to be used in the quality of service penalty mechanism on the 1998 anniversary date of each price regulated telecommunications utility and establishes the basis for the 1999 industry-wide standards.

FURTHER NOTICE IS HEREBY GIVEN that the Commission requests comments on expanding the scope to include 1999 standards and on the use of a state-wide survey to establish an industry-wide service quality standard for trouble reports per 100 access lines. Any party who desires to file comments should submit an original and 5 copies as indicated **in the box on page 1**. All correspondence should reference docket 05-TI-157. Written comments must be received by **April 2, 1998**. Comments by fax are due one day earlier to allow time for copies to be made. Fax filing cover sheets must state "Official Filing" and the number of pages (limit 20 pages). File by one mode only.

Docket 05-TI-157

Questions regarding this investigation may be directed to Mary M. Stevens, Legal Counsel, Telecommunications Division, at (608) 267-2889, or Thomas J. Ferris, Audit Manager, Telecommunications Division, at (608) 266-1124.

Dated at Madison, Wisconsin _____

By the Commission.

Lynda L. Dorr
Secretary to the Commission

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Enclosure